

## Creating and Informing Behavioural Care Plans – Long Term Care

**Setting:** Long Term Care Home

**Characters:** Mrs. Nichols (*she/her*) Yvette (*she/her*) Dani (*they/them*)

Mrs. Nichols is a resident in long-term care. The patient is verbally aggressive toward the triage nurse and is refusing to sit down.

Yvette is a new resident care aide in the facility.

It's 9.30 P.M., and Yvette needs to help Mrs. Nichols into bed.

Yvette does a point-of-care risk assessment and feels safe to proceed.

As she is helping Mrs. Nichols into bed, Mrs. Nichols yells, "You are completely useless! I'm going to get you fired!"

Mrs. Nichols needs a behavioural care plan.

Yvette reports to Dani, her supervisor. Dani will create the behavioural care plan with Yvette's input.

Dani starts with step one: assess.

They gather existing information from electronic health records, site-specific forms, and co-workers that work with Mrs. Nichols.

What should Dani look for?

Text on Screen:

Dani should look for:

- Violence Risk Alerts
- Risk factors
- Stressors
- Reports of violence
- Signs of emotional crisis or behavioural emergency

Next, Dani conducts a screening and assessment.

They identify that Mrs. Nichols has no recent violence, no history of violence, and no previous violence risk alerts or behavioural care plans.

But Dani keeps in mind the principles of Trauma-Informed Practice, knowing that they can never fully know a person's history.

They look for risk factors as well as factors in the workplace and learn that Mrs. Nichols is typically one of the last residents to be helped to bed at night.

The next step is to document Mrs. Nichols' behaviour.

Dani asks for Yvette's input: Read the three possible responses which one is best?

A: Dani writes, "While being helped into bed at 9:30 pm, Mrs. Nichols shouted, 'You are completely useless! I'm going to get you fired!'" They separate feelings from facts, document the exact words used, and include details.

What are the target behaviors that need to be addressed?

A: Verbal abuse – calling Yvette "useless", and threatening – saying she'll get her fired. Both cause psychological injury.

Dani completes the assess step by identifying the underlying causes.

They think about how the risk factors, stressors, and environmental factors they have identified relate to the task and Mrs. Nichols' behaviour.

They wonder if waiting a long time for help and feeling tired are stressors for her.

Once the assessment is complete, Dani moves on to the second step: plan.

What strategies might work to eliminate or decrease the target behaviours or manage the worker exposure?